



LYSTER ARMY HEALTH CLINIC

WE PROMISE TO GIVE YOU OUR VERY BEST

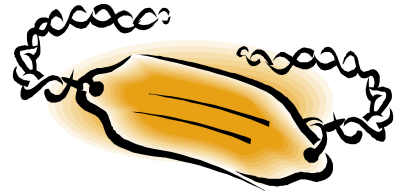


WE WILL ALWAYS:

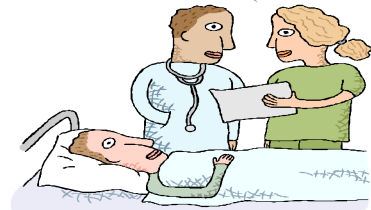
1. WASH OUR HANDS BEFORE TAKING CARE OF YOU.



2. CHECK YOUR IDENTIFICATION BEFORE PROVIDING ANY MEDICATION, OBTAINING LABORATORY SPECIMENS OR DOING A PROCEDURE.



3. EXPLAIN THOROUGHLY ANY CARE, TREATMENTS, AND MEDICATIONS YOU MAY RECEIVE.



4. STOP ANY PROCEDURE IF YOU TELL US SOMETHING IS WRONG OR DOES NOT LOOK RIGHT.



5. LISTEN TO YOUR THOUGHTS, QUESTIONS, AND CONCERNS.



6. ACTIVELY ASK FOR YOUR FEEDBACK ON ANY CONCERNS YOU MAY HAVE ABOUT YOUR SAFETY.



If you have any concerns about your safety, speak to any member our staff and they will assist you. If you still have concerns, please see the Patient Representative .